

characterized in that the SCP processor uses activity information, including one or more of call volume, agent status, and agent skills, received from the two or more call centers to select the agent addresses at agent workstations in the two or more call centers to route the incoming IPNT calls.

7. (Once Amended) The IPNT call-routing system of claim 6 wherein the SCP processor communicates with a Computer Telephony Integration (CTI) processor at the two or more call centers by TCP/IP protocol.

8. (Once Amended) The IPNT call routing system of claim 7 wherein the CTI processor and the plurality of computer platforms are connected on a local area network at the two or more call centers.

9. (Once Amended) The IPNT call routing system of claim 8 further comprising a data server processor connected to the LAN, the data server processor running an instance of a database comprising data associated with customers placing incoming calls to the call routing system.

14. (Twice Amended) An Internet Protocol Network Telephony (IPNT) call processing system in the Internet for routing incoming calls to agent workstations in at least two or more IPNT-capable call centers, comprising:

an Internet routing server in the Internet for routing IPNT calls to the two or more call centers; and

a database connected to the Internet routing server receiving and storing processed information about transactions in the call centers, including at least one of call volume, agent status, or agent skills at the call centers;

h3
wherein the Internet routing server selects final destinations for the incoming calls based on the stored processed information about transactions at the IPNT-capable call centers.

15. (Unchanged) The call processing system of claim 14 wherein the database receives the processed information in TCP/IP protocol over the Internet.

16. (Once Amended) A method for routing an incoming IPNT call to a selected destination, comprising steps of:

h4

- (a) collecting information at a computer telephony integration (CTI) processor in an IPNT call center regarding operations of the call center;
- (b) processing the collected information;
- (c) transferring the processed information to a database associated with a routing processor in the Internet network for intercepting and routing incoming calls to a plurality of IPNT-capable call centers;
- (d) receiving an incoming IPNT call at the routing processor;
- (e) retrieving the processed information from the database; and
- (f) selecting a destination for the call based on the processed information retrieved.
